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Michigan Office of Internal Audit Services reinvents process to focus on more impactful risks

The Michigan Office of Internal Audit Services (OIAS) team has worked to reinvent and streamline the planning and project management of their engagements with agencies.

Engagement planning time reduced by: 50%

OIAS performs assurance and consulting services across the State and advises each agency on risk management opportunities and service delivery enhancements.

Within its planning activities, OIAS establishes the engagement objectives, scope, and testing methodology. Some of the key reinvention ideas are smaller scopes focused on more impactful risks and key controls, more agency collaboration in the engagement planning phase, more OIAS high-level manager involvement in the planning, and increased use of templates and checklists instead of narrative procedure steps.

“We’re building more agency collaboration into our planning. In the past, we may not have put as much emphasis on getting the agencies’

input. Now, it’s a very critical part of our planning,” said Division Director for Public Safety Connie MacKenzie.

In 2015, planning an engagement typically took 2 months. In 2016, OIAS plans to complete its planning phase for an engagement within 1 month.

“If the auditors are focused on the true high risk categories, the process will be faster and more targeted to the areas the agencies are worried about,” said Marshall Anderson, Business Process Consultant for the Department of Technology, Management and Budget. “OIAS will be able to accomplish more engagements with the amount of time saved.”

In 2015, OIAS completed 48 projects. In 2016, auditors expect to complete at least 67 projects.

This saving in time was also accomplished, in part, through the streamlining of procedure steps. The previous process had about 31 procedure steps related to audit planning. Now, with the new process, auditors only have 13 steps to complete.

“Every State agency will be positively affected by this process improvement,” said Pam Kenney, Department of Technology, Management and Budget’s Communication & Business Process Consultant.

